



TRICARE  
MANAGEMENT  
ACTIVITY

**OFFICE OF THE ASSISTANT SECRETARY OF DEFENSE  
HEALTH AFFAIRS  
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**SEP 26 2001**

**MEMORADUM FOR SURGEON GENERAL OF THE ARMY  
SURGEON GENERAL OF THE NAVY  
SURGEON GENERAL OF THE AIR FORCE  
LEAD AGENTS**

**SUBJECT: Primary Care Manager by Name Business Rules Update**

- References:
- (a) Memorandum from the Assistant Secretary of Defense (Health Affairs),  
Subject: Individual Assignments to Primary Care Managers by Name, dated  
December 3, 1999
  - (b) Memorandum from the Executive Director, TRICARE Management Activity,  
Subject: Advancing the Practice of Primary Care Manager by Name Concept,  
dated May 2, 2001
  - (c) Department of Defense Primary Care Manager by Name Business Rules;  
Version 1.0, dated April 25, 2001

Thanks to the aggressive efforts of our Lead Agents, Military Treatment Facilities (MTFs), and Managed Care Support Contractors, the Primary Care Manager by Name (PCMBN) program continues to mature as we work towards our goal of assigning an individual Primary Care Manager (PCM) to each TRICARE enrolled beneficiary. Assigning a PCM is a key step in fully implementing the elements of the Military Health System's Optimization Plan. The PCMBN program helps to build provider-beneficiary relationships, establish two-way accountability, address beneficiary's wellness and preventive healthcare needs, enhance continuity of care, and promote efficiency of healthcare delivery. However, our task will not be fully complete until we affect the cultural changes necessary to institutionalize this important standard of healthcare delivery.

The initial PCMBN business rules, issued in April 2001, provided standardized guidance for assigning and managing Primary Care Managers. The PCMBN business rules have been updated in response to recent changes in the Defense Enrollment Eligibility Reporting System (DEERS) and provide added guidance for assigning PCMs within the National Enrollment Database (NED) environment. These updated PCMBN business rules have been reviewed and approved by the PCMBN Integrated Program Team and the Deputy Surgeon General Council. PCMBN business rules will continue to be updated as necessary to keep pace with the evolution of the DEERS and our managed care support contracts.

Lead Agents are asked to reproduce and distribute these business rules to MTF Commanders and Military Health System leaders throughout their region. In turn, MTF

Commanders are asked to make them available to their PCMs and staff. The point of contact in this matter is LTC Scott Goodrich at 703-681-0064.

A handwritten signature in black ink, appearing to read 'Thomas Carrato', with a stylized, elongated 'C' and a horizontal flourish at the end.

Thomas F. Carrato  
Executive Director

Attachment:  
As stated

Cc:  
ASD(HA)